

What is provided?

The Health Information and Quality Authority (HIQA) have developed a set of 32 standards that deal with many aspects of your life while in residential care. If you have concern regarding any of these standards or even want to know more about them, your advocate can help you.

The 32 standards deal with:

- The Rights of Residents
- Protection of Residents
- Health and Social Care Needs
- Quality of Life
- Staffing
- The Care Environment
- Management and Governance



Contact Information

Your Advocate will be around regularly to see if you need an appointment.

You can also contact us at any time if there is an issue that is bothering you.

Mary Ahern 087 – 4189860

David Ahern 087 – 7475219

Address:

Elderwell Ltd
Kilcolta
Church Bay
Crosshaven
Co. Cork

Email: dave@elderwell.ie

mary@elderwell.ie

Visit us at www.elderwell.ie



ADVOCACY



The Elderwell Team are the official advocates for this residential home

We are a confidential, independent and impartial service for all residents.

Our purpose is to help residents to effectively express their wishes, access their entitlements and assert their rights.

What is advocacy?

Advocacy is an empowering process which puts the older person at the heart of decision making.

The Advocate is there:

1. To help you effectively express your wishes
2. To enable you to access your entitlements
3. To help you to know and assert your rights
4. To give you a safe forum to voice concerns

Any information disclosed to the Advocates by a resident, worker, friend, family etc is treated with the utmost importance and confidentiality.

Elderwell advocacy was established to provide an independent advocacy service for people in residential care in order to help them to effectively express their wishes, access their entitlements and assert their rights.

Our service aims to provide friendly and professional information to those who have questions or concerns on a variety of issues, from rights and entitlements to medical services.

What issues are dealt with?

Concerns are frequently related to:

- Family issues
- Rights and entitlements
- Activities and medical services
- Nursing care
- Food
- Finances
- Abuse
- Information
- Anything else that is of concern to you

The advocates are guided by the 32 standards HIQA provide for residential care. We inform residents of their rights while giving a safe forum to voice concerns.

Advocates do not...

- Provide legal advice or a befriending service.
- Advise or prescribe what is best for people.
- Duplicate the work of any other service providers.
- Give any help unless asked to do so by the persons concerned.



What happens after making contact?

After contacting us, one of the advocates will:

1. Organise a meeting with you in a private setting and at a time that suits you.
2. They will listen to your concern and find out what action you want to take.
3. They will help you perform this action
4. They will ensure that something is done about your concern.
5. They will check that you are satisfied with the outcome.

Residents themselves, family members, staff members and other professionals can contact the advocacy service.

If you believe there is an issue involving a resident that requires advocacy intervention you can contact the advocates directly and confidentially.

Conversations between you and your Elderwell Advocate are strictly confidential and completely private, unless otherwise directed by you.